



# SHE Golden Rules





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## Welcome to our SHE Golden Rules

There is nothing more important in Rentokil Initial than ensuring that 'Everyone Goes Home Safe' at the end of their working day. Our colleagues, our families and our customers rely on this commitment. Health and safety will always be our first priority and there can be no compromise on this.

Accidents are not inevitable and we are committed to preventing them. In order to do this operational management encompasses an extensive range of measures to protect people, which includes these golden rules.

These rules clearly explain what we must all know and do to keep ourselves, our colleagues and our customers safe. They are based on the risks that are frequently encountered across our activities and lessons learned.

I view compliance with the letter and spirit of these rules as being a critical contribution to protecting the health and safety of everyone at Rentokil Initial and I expect all colleagues to follow them at all times.

I strongly believe that Rentokil Initial's Golden Rules will make a significant contribution to strengthening our health and safety culture and ensuring that we all go home safe at the end of our working day.

Andy Ransom  
CEO



**Start/Stop**

## SHE Golden Rules

1. Only start work if you:
  - are trained and authorised to perform the work
  - are fit for work and unaffected by drugs or alcohol
  - have the right equipment, PPE and safety footwear to carry out the work safely
  - understand the hazards and have implemented the precautions specified in the relevant risk assessment(s)
2. Do not start work if, for any reason, you feel that it is not safe to do so. If in doubt, contact your manager
3. Stop work if there is an immediate risk/danger to your safety and contact your manager





## Driving at Work

### SHE Golden Rules

1. Only drive your vehicle if it is safe and legally roadworthy
2. Do not use hand-held mobile phones/devices whilst driving
3. Watch your speed and always take into account road and traffic conditions
4. Seatbelts must be worn by drivers and passengers
5. Always maintain a safe stopping distance from the vehicle in front of you





**Work at Height**

## SHE Golden Rules

1. Only work at height if all other ways of performing the task have been ruled out
2. Only use a ladder if 3 points of contact can be maintained and overreaching will not be required to access the work position
3. The use of work equipment to prevent falls must be given priority over the use of fall arrest equipment
4. Do not stand on a fragile surface or work near an unguarded edge or opening without using suitable fall protection
5. Only use work equipment for work at height that is suitable and in a safe condition





**Moving Vehicles**

## SHE Golden Rules

1. Always comply with site rules
2. Always use designated pedestrian routes where available
3. Always remain alert, aware of vehicle movements and never assume a driver has seen you
4. Wear high visibility clothing when working in, or entering, any operational environment where commercial vehicles/plant operate
5. Pedestrians must not use mobile phones or audio devices in vehicle operating areas unless they can do so safely in a designated pedestrian area





**Confined Spaces**

## SHE Golden Rules

1. Only enter a confined space if all other ways of performing the task have been ruled out
2. Only enter a confined space if accompanied by at least one person who remains outside of the confined space and can instigate the emergency plan
3. Always test and monitor the atmospheric conditions prior and during entry into confined spaces
4. Use suitable work equipment, RPE and PPE where the presence of flammable/toxic gas is likely
5. Isolate all sources of energy and fluids affecting the confined space

**Note:** A confined space is an enclosed place where there is a risk of serious injury from hazardous substances or dangerous conditions e.g. Silos, Tanks or Tunnel Washer Machines.





**Machinery**

## SHE Golden Rules

1. Do not bypass or tamper with any safety device or guard whilst the machine is operating
2. Always isolate a machine before clearing a blockage
3. Never enter or climb onto a machine whilst it is operating
4. Always ensure guarding and safety devices are put back correctly before removing isolations







Fork Lift Trucks

## SHE Golden Rules

1. Only drive a fork lift truck if you hold a valid licence and are authorised to do so
2. Always check that safety warning devices are operational prior to use
3. Always wear seat belts
4. Do not drive with raised forks, unstable loads, vision obstructed and never exceed the fork lift truck load limits
5. Always remove keys when left unattended or parked





**Fumigation**

## SHE Golden Rules

1. Always read fumigant labels before each and every use and always follow the label instructions
2. Always protect yourself from exposure to fumigants by using suitable respiratory protective equipment (RPE) when indicated by; a personal gas detection device and/or safety information, instruction or risk assessment
3. Tasks designated to be carried out by two people must never be carried out by one person
4. Never assume an environment is 'gas free' until verified by calibrated digital clearance equipment
5. Never attempt to deal with any emergency situation where it could put your life at risk. Raise the alarm, evacuate the area to a safe distance and allow emergency services to make the situation safe





## Hazardous Materials

### SHE Golden Rules

1. Only handle or use hazardous materials that have been approved by your business
2. Always handle or use hazardous materials in accordance with the label instructions and any other safety instructions
3. Never handle or use hazardous materials if you have not been trained and authorised in their handling, use, storage and disposal

**Note:** A material is considered hazardous if it has the potential to cause harm to people, animals or the environment.





## Electricity

### SHE Golden Rules

1. Always ask the customer to switch off and isolate electrical equipment if access inside the equipment is essential.
2. If electrical equipment cannot be isolated, always conduct a risk assessment and always obey our minimum approach distances from any exposed and unprotected live electrical parts:
  - Low Voltage (50V to 1000V AC): Arms length
  - High Voltage (>1000V AC): 3+ metresMinimum approach distance starts at the end of any conductive object that you may be holding or carrying.
3. Never use any part of your body to reach into any space where you cannot see and could come into contact with exposed and unprotected live electrical parts.
4. Never apply any liquid, spray or gel where it could come into contact with exposed and unprotected live electrical parts.
5. Never attempt to open a high voltage cabinet or place any device or equipment inside.
6. You are only allowed to enter a \*room containing high voltage electrical equipment, if all of the following are complied with:
  - a. Your country has been authorised under Pink Note 19.
  - b. You are trained in the recognition and avoidance of electrical hazards and have been authorised to enter by your manager following a risk assessment.
  - c. You are authorised by the customer to enter.
  - d. You are able to maintain 3+ metres minimum approach distance from any exposed and unprotected live high voltage equipment (or a greater distance as advised by the customer).

\* Any room, enclosure, compound, fenced area or structure that contains high voltage electrical equipment.

